

2013 DISASTER CASE MANAGEMENT

REQUEST FOR PROPOSALS

Issued By:

**Department of Human Services
Division of Family Development
Jeanette Page-Hawkins, Director**

January 30, 2013



Jennifer Velez, Commissioner

2013 DISASTER CASE MANAGEMENT REQUEST FOR PROPOSALS

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2013 DISASTER CASE MANAGEMENT REQUEST FOR PROPOSALS (RFP)

PURPOSE OF FUNDING:

The State of New Jersey Department of Human Services (DHS), Division of Family Development (DFD), is issuing this Request for Proposals (RFP) for the Disaster Case Management (DCM) Services Grant contingent upon final approval of the federal grant award and any conditional requirements. DCM services are defined by the Federal Emergency Management Agency (FEMA) as a time-limited process that involves a partnership between a case manager and a disaster survivor to develop and carry out a Disaster Recovery Plan. The Disaster Recovery Plan is a goal-oriented plan that will assess the client's unmet needs including basic needs such as food, shelter, first aid, as well as financial, physical, emotional, or spiritual well-being that were caused or exacerbated by Hurricane Sandy. The purpose of this grant is to provide a time-limited disaster case management process that will organize and provide a timely, coordinated approach to assess the client's disaster-related needs and develop a goal-oriented plan that outlines the steps necessary to achieve recovery.

This grant aims to provide disaster assistance applicants with a single point of contact to facilitate access to a broad range of disaster recovery resources that may be provided by different organizations. Please be advised that clinical crisis case management is NOT a part of this grant proposal. This RFP for the Disaster Case Management (DCM) Services Grant is contingent upon a final approved federal grant award and meeting any conditional requirements. Under the authority of the Commissioner of Human Services to provide for the health and safety of clients in exigent circumstances (N.J.A.C.10:3-3.13), DHS may enter into a contract for professional services to clients without a protracted RFP process.

BACKGROUND:

Beginning on October 28, 2012, and continuing through October 30, 2012, Tropical Storm Sandy made landfall in the State of New Jersey, and wreaked havoc across the state. The storm cause mass evacuations and sheltering issues in its earliest stages. Sandy produced unprecedented damage statewide, which included fallen trees, downed power lines, widespread flooding, and severe power outages across the state. Numerous businesses, homes and families were impacted by this disaster, and as such on October 30, 2012, President Obama determined that the damage in the State resulting from Sandy was of sufficient severity and magnitude to warrant a major disaster declaration under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. 5121 et seq. (the "Stafford Act"). The State has received the Presidential Disaster Declaration DR-4086 and is working with our Federal partners in a coordinated effort to bring normalcy to citizens of this state.

This declaration authorized Individual and Public Assistance programs and Hazard Mitigation for all 21 Counties (FEMA-DR-4086, New Jersey). As an example of the scope of the storm's damage, over 250,039 registrations have been made to FEMA for Individual Assistance (IA) and 55,579 IA applications have been approved as of January 3, 2013, with a total of all individual and household program dollars standing at \$303,274,524.17 (*New Jersey Hurricane Sandy (DR-4086) FEMA.gov 12-16-12*). FEMA has also approved over \$272,721,582 in Housing Assistance and \$30,552,942 in Other Needs Assistance (*New Jersey Hurricane Sandy (DR-4086) FEMA.gov 12-16-12*).

A FEMA program of Immediate Disaster Case Management (IDCM) initiated field operations on November 23, 2012 and is anticipated to continue until February 24, 2013, or through April 7, 2013 if a final extension is needed and authorized. In order to continue to meet and assist disaster assistance applicants achieve long term recovery goals, the State of New Jersey intends to implement a State DCM program to afford a seamless transition from IDCM to State DCM.

PROJECT GOALS:

This RFP is limited to agencies that have received both the FEMA recognized training and have experience in providing disaster case management services. The State of New Jersey intends to implement DCM services through a Managing Agency (MA) with services concentrated in the most impacted areas of the State. The MA will be responsible for providing all DCM services, even if it elects to subcontract a portion of the services through contracts or vendor agreements to other disaster case management service providers with a capacity and local knowledge to provide this service. The MA must have the requisite disaster or emergency case management experience and the administrative infrastructure to effectively manage and support training, service delivery, and fiscal management processes. The MA must also be able to provide a sufficient level of accountability, technical assistance, and leadership to meet all governmental and professional requirements.

The DCM Program will be coordinated through the New Jersey DHS/DFD with support being provided by the State Office of Emergency Management (OEM) and New Jersey's Voluntary Organizations Active in Disasters (NJVOAD). The State of New Jersey will need up to 40 Full-Time Equivalent (FTE) Disaster Case Managers with a minimum of 4 corresponding FTE supervisors and recommended administrative and support staff to address the ongoing need for this service across the state for a time period not to exceed 20 months (must end by October 30, 2014).

The MA will directly hire or subcontract up to 56 FTE or prorated positions which shall include: a Program Manager, a Finance Manager, Case Manager Provider Supervisors (4) based upon the ratio to Disaster Case Managers, Disaster Case Managers (40) based upon the estimated needs of the State, Data Entry Specialists (3) based on the ratio to Disaster Case Managers, Coordinator Specialists (2), Construction Cost Analysts who will serve as construction expert liaisons for the DCM team regarding clients' recovery efforts and providing technical assistance (4), and Administrative Assistants (2). Positions will be a prorated percentage of FTEs in accordance with recommended program staffing level ratios contained in federal guidance. The maximum allowable fringe benefit rate is 38.5%. The maximum allowable all inclusive consultant rate for training is \$750 a day.

The New Jersey DHS/DFD is requesting proposals from interested and qualified private non profit New Jersey agencies to serve as a MA to work with DFD for the provision of DCM services. Qualified agencies are defined as agencies that have prior DCM experience and training.

The MA must:

- Advertise and recruit staff/subcontractors/vendors;
- Arrange for or confirm currently available background checks for all staff;
- In conjunction with State Project Team and in coordination with IDCM provider, develop a transition plan for continuity of DCM services from the IDCM vendor to the State DCM;
- In conjunction with State Project Team and in coordination with IDCM provider, identify area of greatest need and specific populations among the priority target groups which continue to have a high degree of unmet need;
- Locate no-cost (or low-cost, if no free host locations are available) space, building upon NJVOAD and COAD and other governmental or non-governmental locations that may already be in use or be available. (Leasing costs for space are not anticipated at this time, however, if no free space is available, limited reimbursement may be available based upon prior FEMA and state approval if determined reasonable and justifiable);
- Arrange for a FEMA recognized vendor with prior DCM training and experience to provide DCM training for all interested parties;
- Ensure that all field staff is successfully trained in DCM prior to client contact, and has the commensurate level of supervisory oversight based upon education and experience and skill set consistent with the recommended staff ratios (1:10);
- Ensure that all staff is trained and complies with the laws and regulations relating to confidentiality and disclosure or release of information including, but not limited to: Health Insurance Portability and Accountability Act (HIPAA), as well as specific health, HIV, substance abuse, child or elder abuse, domestic violence, financial and other related provisions applicable to information sharing and security. This shall also include applicable mandatory

reporting requirements (children and vulnerable adults) and other protective or health/safety provisions required by State statutes or regulations and professional licensing or certification requirements;

- Purchase directly, or arrange through subcontracts or vendor agreements for the purchase of office supplies including: laptop computers and associated application software, mobile devices (cell phones/PDA) for all field staff including Wi-Fi or mobile internet capacity (see **Attachment H** for minimum specifications), general office supplies, and portable printers/scanners/copiers/fax machines;
- Ensure that all DCM staff uses the open architecture Coordinated Assistance Network (CAN) software to register and track client activity, and prepare reports;
- In consultation with State Project Team, deploy DCM staff and supervisors to areas of greatest need either directly or through subcontracts or vendor agreements;
- Conduct periodic DCM and related training as needed to those who are providing or administering DCM services;
- Provide training in other relevant topics as needed to maintain core skill levels during mobilization and demobilization activities or to meet mandatory requirements;
- Serve as the State's partner for aggregate client monitoring and fiscal/agency reports; submit monthly standardized client statistical and program reports to DFD; report expenditure information on a quarterly basis to DFD; and notify DFD immediately of any emergency situations or unusual incidents in their own organization or with case management providers/vendors;
- Participate in a quality review and evaluative process, which may include but is not limited to: staff and/or client interviews; surveys, statistical data, a case flow process review, and management or fiscal data, or reports as permitted by law and state and federal requirements;
- Convene a minimum of two (2) statewide conferences in consultation with the State Project Team, designed to improve DCM skill sets and facilitate the

ongoing development of formal and informal relationships and communication to improve future disaster readiness and implementation;

- Comply with State and DHS rules and regulations governing the purchase of services contract process, the DHS' Standard Language Document, the Contract Reimbursement Manual and the Contract Policy and Information Manual, in addition to the terms and conditions set forth in this RFP. Grant Recipients are required to comply with the Affirmative Action Requirements of Public Law 1975, c. 124 (N.J.A.C. 17:27) and the requirements of the Americans with Disabilities Act of 1991 (P.L. 101-336). Applicants must also sign the Statement of Assurances (**Attachment A**) and the Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion (**Attachment B**), Proposal Authorization/Cover Sheet (**Attachment C**), and Disclosure Certification Form (**Attachment F**). Grant Recipients are required to comply with Executive Director Letter, Third Party Provider – 061510 (**Attachment I**), Third Party Contract Amendments – 060910 (**Attachment J**). Applicants may review the DHS contracting rules and regulations, as defined in the Contract Reimbursement Manual, and the Contract Policy and Information Manual. Copies of these manuals can be found online at the following link:

<http://www.state.nj.us/humanservices/ocpm/home/resources/manuals/index.html>.

- Comply with federal and state administrative regulatory and other requirements (see Disaster Grant Agreement Articles and Assurance Compliance (**Attachment L**) including but not limited to: Privacy Act Compliance, especially regarding personally identifying information; confidentiality, including signed agreements by all staff and associated vendors to abide by the required policies; supplanting of funds; records maintenance, retention and destruction; discrimination; conflict of interest and ethics; Freedom of Information Act/NJ Open Public Records Act; federal and state civil rights laws and regulations, and specified certifications and assurances.

AMOUNT OF AVAILABLE FUNDING:

Funding in the amount of up to \$11,061,877 is being made available through the New Jersey DHS/DFD, for this Request for Proposal, serving all of New Jersey commensurate with the identified and documented caseload need. This contract is funded exclusively with federal funds.

CONTRACT PERIOD:

The contract period will be April 1, 2013 through October 30, 2014.

GEOGRAPHICAL REGIONS TO BE SERVED:

The grant will serve all 21 counties in New Jersey, with greater concentrations of need anticipated in the following impacted counties: Atlantic, Bergen, Burlington, Cape May, Cumberland, Essex, Hudson, Middlesex, Monmouth, Morris, Ocean, Passaic, Salem, and Union.

ELIGIBLE APPLICANTS:

Eligible Applicants are New Jersey based not-for-profit agencies and limited to providers experienced and trained in DCM that can deliver and administer the required DCM services outlined in this RFP. Eligible Applicants must comply with the following statements, as well as any requirements set forth in the following documents:

- Statement of Assurances (**Attachment A**)
- Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion (**Attachment B**)
- Proposal Authorization/Cover Sheet (**Attachment C**)
- Addendum to Request for Proposal for Social Service and Training Contracts (**Attachment E**)
- N.J.S.A. 52:34-13.2 Source Disclosure Certification Form (formerly Executive Order 129) (**Attachment F**)

- Public Law 2005, Chapter 51 (Executive Order 134) “Pay to Play” Certification and Disclosure Form, and Executive Order 117 Certification of Compliance forms (**Attachment G**) can be downloaded at:
<http://www.state.nj.us/treasury/purchase/forms.shtm>
- Minimum Requirements for Computer Purchases for DCM Program (**Attachment H**)
- Executive Director Letter, Third Party Provider – 061510 (**Attachment I**)
- Third Party Amendments – 060910 (**Attachment J**)
- Disaster Grant Agreement Articles and Assurance Compliance (**Attachment L**)

In order to be considered eligible for funding consideration, all Applicants must submit one complete original and one copy of the “Certification and Disclosure” form along with their proposals. The form is not to be included as part of the Applicant’s proposal package, but as **a separate and distinct document** that must be submitted together with the Applicant’s proposal.

APPLICANT QUALIFICATIONS:

Each Applicant must be able to:

- Describe its recent experience within the last five years in providing DCM or similar disaster related case management services;
- Provide evidence of its ability to coordinate and provide DCM training;
- Describe its ability to provide DCM services and deploy DCM staff statewide;
- Provide evidence of its capacity to manage the administration of DCM services from a supervision perspective;
- Provide evidence of its capacity to manage the administration of DCM services from a fiscal perspective;
- Provide evidence of its capacity to manage the administration of DCM services from a personnel perspective;

- Describe its ability to recruit and hire subcontractors or demonstrate its ability to implement vendor agreements to hire up to 40 FTE case managers and 4 associated supervisory and support staff;
- Provide evidence of its ability to purchase, or arrange for the purchase of, or access to, office supplies (i.e., laptop computers and associated application software (see **Attachment H**), mobile devices for all field staff, general office supplies, and portable printers/scanners/copiers/fax machines);
- Describe its capacity to execute vendor agreements/subcontracts or fee-for service arrangements for DCM training;
- Describe its site location (no-cost or low cost) to be funded, specifying all costs associated with it. (Leasing costs for space are not anticipated at this time, however, if no free space is available, limited reimbursement may be available based upon prior FEMA and state approval if determined reasonable and justifiable);
- Describe its ability to gather, analyze and report statistical, programmatic, and fiscal data;
- Demonstrate a familiarity with the Coordinated Assistance Network (CAN), which will enable collaboration on a shared platform with data standards and forms for tracking and reporting for DCM purposes;
- Demonstrate its ability to work with provider agencies in identifying cases and addressing needs through the case management process, documentation, and periodic reporting;
- Comply with State and DHS rules and regulations governing the purchase of services contract process, the DHS' Standard Language Document, the Contract Reimbursement Manual and the Contract Policy and Information Manual, in addition to the terms and conditions set forth in this RFP. Grant Recipients are required to comply with the Affirmative Action Requirements of Public Law 1975, c. 124 (N.J.A.C. 17:27) and the requirements of the Americans with Disabilities Act of 1991 (P.L. 101-336). Applicants must also

sign the Statement of Assurances (**Attachment A**) and the Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion (**Attachment B**), Proposal Authorization/Cover Sheet (**Attachment C**), and Disclosure Certification Form (**Attachment F**). Grant Recipients are required to comply with Executive Director Letter, Third Party Provider – 061510 (**Attachment I**), Third Party Contract Amendments – 060910 (**Attachment J**). Applicants may review the DHS contracting rules and regulations, as defined in the Contract Reimbursement Manual, and the Contract Policy and Information Manual. Copies of these manuals can be found online at the following link:

<http://www.state.nj.us/humanservices/ocpm/home/resources/manuals/index.html>.

- Comply with federal and state administrative regulatory and other requirements (see Disaster Grant Agreement Articles and Assurance Compliance (**Attachment L**) including but not limited to: Privacy Act Compliance, especially regarding personally identifying information; confidentiality, including signed agreements by all staff and associated vendors to abide by the required policies; supplanting of funds; records maintenance, retention and destruction; discrimination; conflict of interest and ethics; Freedom of Information Act/NJ Open Public Records Act; federal and state civil rights laws and regulations, and specified certifications and assurances.

ALLOWABLE USE OF FUNDS:

All funds must be committed to support and provide DCM services commensurate with the scope of the identified caseload. Committing these funds to any other service that is not part of providing DCM services is prohibited. Supplanting or retroactive funding is not permissible. In addition, General and Administrative (G&A) costs that are reasonable, justifiable, and specifically allocated for DCM purposes may also be included subject to final contract negotiation of allowable costs. Direct reimbursement to clients is not allowable. No vehicles may be purchased or leased. All property becomes state property upon termination of the grant.

MONITORING AND QUALITY CONTROL REVIEWS:

In partnership with DHS and State OEM, the MA will ensure that case managers are held to the highest possible standards. The State DCM Program will ensure that the confidentiality of each case is protected. DCM supervisors will ensure that professional standards are maintained, case documentation is adequate and subject to supervisory review, and all confidentiality requirements are met. Program reports will contain the required information by FEMA. At minimum, program reports shall include the following performance metric fields: Total Client Contacts; Number of Case Managers; Number of Case Manager Supervisors; Case Manager Supervisors/Case Managers Ratio; Number of Cases Opened; Number of Clients Completing Intake; Number of Clients Completing Needs Assessment; Number of Clients Closed with Completed Recovery Plan; Number of Cases Closed without Completed Recovery Plan; Clients in Temporary Housing; Number of Referrals; Top 3 Client Needs; and Client's Identified Tier.

TECHNICAL ASSISTANCE:

DFD will conduct a Technical Assistance Conference that will provide clarifying information about the Disaster Case Management 2013 RFP and related proposal procedures. Attendance at the conference is **MANDATORY**. **A representative of your agency must attend and sign-in at the conference. Proposals submitted by any agency or organization not officially represented at the conference will be considered disqualified for funding consideration at time of proposal receipt.** At the conference, persons attending who are representing more than one agency/organization **must sign-in separately for each agency/organization.**

The Technical Assistance Conference will provide potential Applicants an opportunity to ask any and all pertinent questions regarding this RFP and receive technical information regarding this RFP from DHS representatives.

NOTE: No further technical assistance on the programmatic aspects of this RFP will be provided after the Technical Assistance Conference is held.

APPLICANTS ARE ASKED TO PRE-REGISTER FOR THE TECHNICAL ASSISTANCE CONFERENCE NO LATER THAN FEBRUARY 7, 2013 BY CALLING THE OFFICE OF GRANTS MANAGEMENT AT 609-588-2290, OR BY FAX AT 609-588-7240. EACH APPLICANT WILL BE LIMITED TO TWO (2) REPRESENTATIVES AT THE CONFERENCE.

If pre-registering by phone, please leave a message on our voice mail that includes your name, agency affiliation, address, telephone number and the number of attendees (maximum of 2 persons). In addition, please advise if special accommodations for someone with a physical disability will be required.

The Technical Assistance Conference is scheduled as follows:

Place: NJ Division of Family Development
Quakerbridge Plaza
Building 6, 2nd Floor, Conference Room 2J
Quakerbridge Plaza Road
Mercerville, NJ 08619

Date: February 8, 2013

Time: 10:00 a.m. to 1:00 p.m.

Directions to the Technical Assistance Conference site are provided with this RFP package as Attachment O.

TIMETABLE:

Time frames for completion of the RFP process are as follows:

1/30/13 published	RFP and Public Notice of Availability of Funds on the DHS/DFD website.
2/7/13	Deadline Date for Pre-Registration for the Mandatory Technical Assistance Conference
2/8/13	MANDATORY Technical Assistance Conference
2/22/13 (No later than 4:00 p.m.)	<u>Deadline for Receipt of Grant Proposals</u>
On or After 3/22/13	Notification of Grant Awards (Subject to Funding Availability)
4/1/13	Contract Begins

NOTE: In the event of the closure or delayed opening of State offices, the Technical Assistance Conference will be rescheduled. Announcements concerning the closure or delayed opening of State offices are broadcast on radio stations throughout the State.

APPLICATION PROCESS:

Eligible agencies, organizations, and consortia interested in applying for these funds must submit **one (1) signed original and five (5) exact copies** of the completed application document and all support materials to be received by the DFD **no later than 4:00 p.m. on February 22, 2013.** Applications may be **emailed, mailed or hand delivered.** If an application is emailed, it must also be simultaneously mailed or hand delivered. All emailed applications must in either Word 97 version or higher or Adobe pdf. The type set (font size) must be at least 12 point Times Roman or Arial and the margins set to one inch on all sides. The application (not including attachments) is not to exceed 20 pages.

US Mail Delivery:

Candice Covington-Thomas, JD, LCSW
Office of Policy Development, Research & Reporting
Grants Management Unit
Department of Human Services
PO Box 716
Trenton, New Jersey 08625
candice.covington-thomas@dhs.state.nj.us

Hand Delivery or Commercial Courier/Mail Service:

Candice Covington-Thomas, JD, LCSW
Office of Policy Development, Research & Reporting
Grants Management Unit
NJ Division of Family Development
Quakerbridge Plaza, Building 3
Quakerbridge Road
Mercerville, New Jersey 08619

Directions to Quakerbridge Plaza for proposal hand deliveries are contained in Attachment N.

♦ FAXED DOCUMENTS/INFORMATION WILL NOT BE ACCEPTED AT ANY TIME.

- ◆ **APPLICANTS ARE RESPONSIBLE FOR EMAILING AND MAILING FOR DELIVERY BY *February 22, 2013* AT 4:00 PM TO ENSURE THAT THE PROPOSALS ARE RECEIVED ON TIME.**
- ◆ **POSTMARKS AND OTHER SIMILAR DOCUMENTS DO NOT ESTABLISH RECEIPT OF A PROPOSAL.**
- ◆ **PROPOSALS THAT DO NOT MEET THE CRITERIA STATED ABOVE AND ARE NOT RECEIVED BY THE DEADLINE DATE AND TIME ARE DEEMED LATE AND WILL NOT BE CONSIDERED FOR FUNDING.**
- ◆ **ANY DOCUMENTS THAT ARRIVE UNDER SEPARATE COVER WILL NOT BE INCLUDED AS PART OF THE PROPOSAL PACKAGE.**

NOTIFICATION OF ACCEPTANCE OR REJECTION OF AWARD:

Applicants will be notified of the award on or after **March 22, 2013**. The award will be contingent upon contract negotiations. Any and all bid proposals may be rejected when it is in the best interest of DHS to do so. DHS' best interests include, but are not limited to: loss of funding, inability of the Applicant to provide adequate services, an indication of misrepresentation of information, and/or non-compliance with State and Federal laws and regulations. DHS also reserves the right to conduct a facility inspection and/or pre-award survey with any individual, agency or organization that submits a proposal in response to this RFP. All proposals are considered public information and as such will be made available upon request after the completion of the RFP process.

APPEAL PROCESS:

An appeal will not be heard based on a challenge to the evaluation of a proposal. An appeal of the selection process will be heard only if it is alleged that DFD has violated a statutory or regulatory provision in the awarding of a grant. **Applicants requesting an appeal based on a statutory or regulatory violation must submit a written request stating the alleged violation to the Department of Human Services, Division of Family Development, Office of the Director, PO Box 716, Trenton, New Jersey 08625-0716, no later than 10 calendar days following the date of a non-award notification.**

CONTRACT NEGOTIATIONS:

Prior to an award notification, DHS/DFD will negotiate a contract with the selected Applicant and proceed with the process of preparing and finalizing formal contracts with the selected Applicant, as appropriate. Funding and issuance of this proposed contract is contingent upon the availability of sufficient resources in the SFY's 2013--2015 DFD budgets. No legal responsibility for payment on the part of DFD shall be made, unless and until funds are appropriated and made available to DFD. DHS assumes no responsibility or liability for the costs incurred by an Applicant for the planning or preparing of a proposal in response to this RFP. This RFP for the Disaster Case Management (DCM) Services Grant is contingent upon final approval of the federal grant award and any conditional requirements.

All proposals are considered public information and as such will be made available, upon request, after the completion of this RFP process.

APPLICATION SELECTION AND EVALUATION CRITERIA:

A review team of at least three people will review and evaluate each proposal. The review team will consist of staff members of the DFD, DHS, and may include representatives of other State/local agencies and organizations. Proposals will be rated in accordance with the narrative information provided as outlined in the Program Narrative Requirements section of this RFP. Applicants are eligible to receive a maximum point score of 100 points for proposal content. The maximum point score for each Narrative section is provided in the Program Narrative Requirements section of this RFP. Proposals receiving an average numerical rating of 65 or less will not be considered for funding. In addition, the prospective applicants may be required to participate in a rated Panel Interview. Upon final team review, a list of recommended proposals will be submitted to the Director of DFD and the Commissioner of DHS for final approval. During the selection process, additional information may be requested.

Proposal Selection Criteria:

- Applicant's ability, qualifications, and skills to perform all of the programmatic activities required under this RFP;

- Applicant's past performance and effectiveness in providing DCM services;
- Applicant's experience in developing or capacity to develop collaborative relationships with other community resources such as New Jersey Volunteer Organizations Active in Disasters and Long-Term Recovery Groups, as appropriate;
- Applicant's ability to achieve realistic and attainable program goals and objectives and description of the total proposed program design including service delivery and fiscal management;
- Applicant's capacity to deploy and ensure the provision of DCM services statewide;
- Applicant's ability to achieve all of the stated grant deliverables;
- Effectiveness of the management plan;
- Compliance with the criteria and intent contained in this RFP; and
- Feasibility and reasonableness of the proposed budget as it relates to the total program design and the Applicant's stated goals.

PROPOSAL CONTENT OUTLINE:

Applicants must submit **one (1) signed original and five (5) copies** of the completed proposal package. **Failure to submit a signed original and the required number of copies will result in the proposal not being considered for funding (disqualification).**

Note: It is suggested that a blue ink pen be used for all required signatures.

All proposals submitted for consideration must:

- Include all of the following items in the order stipulated; and
 - Be securely fastened.
- A. STATEMENT OF ASSURANCES (**ATTACHMENT A**) (**SIGNATURE REQUIRED**)
 - B. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION (**ATTACHMENT B**) (**SIGNATURE REQUIRED**)
 - C. PROPOSAL AUTHORIZATION/COVER SHEET (**ATTACHMENT C**) (**SIGNATURE REQUIRED**)

- D. BUDGET INFORMATION SUMMARY (**ATTACHMENT D**)
- E. DISCLOSURE CERTIFICATION FROM (**ATTACHMENT F**) (**SIGNATURE REQUIRED**)
- F. CHECKLIST (**ATTACHMENT M**)
- G. TABLE OF CONTENTS
- H. NARRATIVE: All narrative information provided for Sections I through VII below shall not exceed (20) single-spaced, one-sided pages. The Applicant may not use a type font lower than 12 point.

SECTION:

- I. **Applicant Overview**
- II. **Service Goals and Objectives**
- III. **Program Approach**
- IV. **Management Plan**
- V. **Service Coordination/Collaboration**
- VI. **Timetable**
- VII. **Budget**

Failure to submit these required documents may deem your proposal ineligible for funding consideration

- Copy of the Applicant's organizational chart
- Copy of the most recent organization-wide audit report or financial statement (**original proposal only**)
- Agency's Code of Ethics/Conflict of Interest Policy
- List of the Board of Directors, Officers and their terms (**non-profits only**)
- Charitable registration status (**non-profits only**)
- Applicant's Certificate of Incorporation
- The MA/subcontractor will be required to maintain collaborative agreements with any sub-grantee or individual provider/vendor.

PROGRAM NARRATIVE REQUIREMENTS:

- I. **Applicant Overview (10 point maximum)**
 - a. Provide a brief description of the agency's mission and history. Specify which programs the agency currently administers.

- b. Describe the agency's experience and capability in providing and coordinating long-term DCM services.

II. Service Goals and Objectives (20 point maximum)

Provide a brief description of the applicant's goals and objectives, and related information concerning the proposed project. Specify:

- a. The ability to provide the organizational framework for successful program and case management services that will ensure all grant requirements are met.
- b. The Work Plan that will be utilized to ensure compliance of the DCM Grant, which should include position descriptions, work flow processes, and work location(s) for each manager.
- c. The ability to work through a centralized database that is secured and provides Case Managers with the required information to assist disaster survivors in fulfilling their unmet needs and receive a timely delivery of service without duplication of benefits.
- d. The ability to produce fiscal expenditure reports that adhere to generally accepted accounting principles that are in accordance with the requirements of federal OMB Circular No. A-87, Cost Principles for State, Local and Tribal Governments and federal OMB Circular A-133, Audits of State, Local Governments, and Non-Profit Organizations.

III. Program Approach (25 point maximum)

- a. Provide a description of the proposed no cost or low cost site location to be funded through this grant, and/or any provision of mobile access, and specify all costs associated with it.
- b. Describe the case management program process and workflow process, including transition from IDCM to State DCM.
- c. Describe the ability to gather, analyze and report statistical, programmatic, and fiscal data throughout this process.

- d. Describe how appropriate information will be safeguarded and reported.
- e. Describe the procedures that will be in place to ensure case management continuity.

IV. Management Plan (10 point maximum)

- a. Describe in detail the number, job titles, qualifications, responsibilities and skills of staff. Please note that a 1:10 supervisor/case manager ratio is a federal grant requirement. This grant provides a maximum of 4 Construction Costs Analyst per federal grant requirements. Attach copies of resumes or job descriptions.
- b. Describe the management, administration and supervision methods that will be utilized in the operation of the program.

V. Service Coordination/Collaboration (15 point maximum)

- a. Provide a brief description of any collaborative relationships or agreements that would enhance the services proposed.
- b. Describe how the Applicant will work with the New Jersey DHS/DFD Program Manager and State Team, NJVOAD, County VOADs and Long-Term Recovery Groups (LTRGs) and any other identified resources or service agencies to ensure that DCM services are provided effectively and efficiently.

VI. Timetable (10 point maximum)

- a. Based on the parameters set forth in the RFP, describe the timetable for implementation of DCM.
- b. Describe how the Applicant will ensure that the proposed services are in operation within 30 days of contract finalization.

VII. Budget Information Summary (10 point maximum)

- a. Provide a narrative that explains how the costs in the budget forms (**Attachment D**) were derived and how they relate to the proposed project.

- b. Provide a narrative that explains how G&A costs are reasonable, justifiable allocable and will be used exclusively for DCM services only.
- c. Provide details and descriptions regarding any proposed vendor or subcontract agreements.